

## Majorca Self-Catering Apartments House Rules

- Check-out time is strictly 10h00. Please speak to reception to arrange a late check-out 24 hours before departure. We will assist if possible. (charges applicable depending on check-out time)
- Due to strict water regulations in the Western Cape, the following rules apply:
- Linen will only be changed every 3rd day for our long staying guests. Please speak to the reception if you require the linen to be changed beforehand.
- Towels will not be changed on a daily basis. Please throw dirty towels onto the ground or into the bath if you require a new set.
- Please do not leave your lights and / or heaters running while not in the apartment.
- Your coffee and tea will be replenished on arrival and again on the 4<sup>th</sup> day of stay
- No Smoking, including medicinal and recreational use, is strictly prohibited in the apartments. Due to the New Smoking Legislation of South Africa, no smoking allowed in partially enclosed public areas such as covered patios, verandas, balconies, walkways or underground parking areas.
- No laundry may be hung on the balconies. Laundry facilities are available at Wash & Tumble situated at St Tropez near the security gate.
- Please utilise the safes provided in the bedroom for any valuables, jewellery, money and important documents.

Majorca Self Catering cannot be held liable nor responsible for any lost or stolen articles or property.

- No unpaid guests are allowed to sleep over. The couches are there to be sat and not slept on.
- All our apartments are equipped with a television set and a pre-programmed DSTV decoder.
- All our guests have free access to the gym, the indoor and outdoor swimming pool. Indoor pool only from 14 years upwards. Swimming caps must be used at all times in the indoor pool. Please do not use the white bathroom towels at the swimming pools. Pool towels are available at reception.
- Park your vehicle in the designated parking bay as per your key card. Failure to do so will result in your vehicle's wheel being clamped by the estate assistance. Visitors may park their vehicles in the visitors section.
- We ask you to look after your access cards and keys and return them in good working condition on your departure date. A replacement fee of R300.00 per set will be charged for lost or damaged cards.
- All refuse must be placed in a plastic bag. Our cleaning staff will remove the refuse from the apartment daily. Should you wish to discard your own refuse, please ask the security to direct you to the refuse room in the basement. No refuse bags are permitted to be left in the passage or on the floor of the refuse room.
- Please assist to keep the island club clean and do not throw any rubbish including cigarette buds into the flower beds or off the balconies. The Island Club provides a designated wash bay for cars next to the security exit. Own equipment and detergents are required. Please leave the premises in a clean and orderly state.
- The speed limit within the island club is 30km/h
- No pets are allowed in the apartments
- Please ensure that music and noise is kept to a moderate level and that all music and noise levels sub-side before 23h00. Any irregularities should be reported to security via the intercom.
- **Should there be any noise disturbances from your unit or outside your unit by yourself or your guests you will be fined R5 000 and may be asked to leave.**
- **Due to Health and Safety rules only the allocated guests per unit may occupy a unit at any one time, a Unit MAY NOT be used as a central meeting point for get togethers.**

For any further information please contact our reception on Tel: (021) 007 1425 & Cell: 073 677 5317